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ABSTRACT

Based on the Association for Volunteer Administration (AVA) Certification Competencies, this book describes the knowledge, skills, and abilities required of professional managers to involve volunteers effectively in the work of organizations. Chapter 1 examines the leadership and management roles of volunteer administrators. Chapters 2 and 3 focus on staffing from two perspectives: the determination of roles for volunteer staff within the organization and the development of a systematic staff selection process. Chapter 4 describes how volunteer administrators can develop a climate that motivates both new and experienced volunteers. Chapter 5 focuses on recruitment as a marketing challenge and encourages a planned effort to recruit volunteers from diverse racial and cultural backgrounds. Chapter 6 examines the why, when, what, how, and who of a comprehensive volunteer development program. Chapter 7 gives an overview of the attitudes and skills required of supervisors of volunteers to increase volunteer retention and performance. Chapter 8 shows how to evaluate the process, results, and impact of volunteer programs and suggests ways of developing evaluation plans to meet particular needs. Chapter 9 discusses the emergence of the profession and provides an overview of the philosophical and ethical foundations of the field of volunteer administration. Appendixes include copies of AVA's "Professional Ethics in Volunteer Services Administration, "the AVA Certification Program in Volunteer Administration: Functional Areas and Competency Statements, 121 references, and an index. (YLB)

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